S/N 09/892,736 PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Smith Examiner: Chankong

Serial No.: 09/892,736 Group Art Unit: 2152

Filed: June 28, 2001 Docket No.: 20009.0060US01

(BS00-106)

Title: TECHNICIAN INTRANET ACCESS VIA SYSTEMS INTERFACE TO

LEGACY SYSTEMS

AMENDMENT AND RESPONSE

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Dear Sir:

Applicants respectfully request entry of the following amendment and remarks contained herein in response to the Office Action mailed June 05, 2007. Applicants respectfully submit that the amendment and remarks contained herein place the instant application in condition for allowance.

Amendments to the claims begin on page 2.

Remarks begin on page 9.